

**A STUDY ON REWARDS SATISFACTION
AMONGST EMPLOYEES AT PETRONAS
EXPLORATION AND PETROLEUM
ENGINEERING DEPARTMENTS**

RUHAYAH CHE NIK

**MASTER IN HUMAN RESOURCES MANAGEMENT
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DEPARTMENTS**

RUHAYAH CHE NIK

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Universiti Utara Malaysia

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RUHAYAH CHE NIK (809164)

Calon untuk Ijazah Sarjana

(Candidate for the degree of) **MASTER OF HUMAN RESOURCE MANAGEMENT (MHRM)**

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NamaPenyelia : **MADAM NORIZAN BT AZIZAN**
(Name of Supervisor)

Tandatangan :
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RUHAYAH BINTI CHE NIK
809164
College of Business
Universiti Utara Malaysia
06010 Sintok
Kedah Darul Aman

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ABSTRAK

Oleh kerana perubahan yang ketara terhadap persekitaran perniagaan dan pembangunan baru telah menyebabkan kajian semula terhadap sistem faedah telah dilakukan. Tiga faktor utama yang mempengaruhi faedah berkenaan adalah perubahan semasa komposisi tenaga kerja, perundangan baru, dan kenaikan kos perubatan.

Perubahan komposisi tenaga kerja disebabkan perubahan yang ketara terhadap penambahan bilangan pekerja wanita, penambahan dua punca pendapatan dalam sesebuah keluarga dan kewujudan generasi baru di dalam organisasi pekerjaan. Ini menyebabkan penukaran keperluan faedah yang berbeza oleh kakitangan masa kini. Kewujudan perundangan baru juga menyebabkan penambahan tekanan kepada majikan untuk menambah baik faedah sebagai contoh Akta America Disability tahun 1990. Secara keseluruhannya kenaikan kos perubatan juga merupakan penyumbang yang ketara yang telah memaksa majikan untuk lebih inovasi dalam mengatur strategi perancangan faedah bagi mengatasi kenaikan kos perubatan ini.

Oleh yang demikian, objektif utama kajian ini adalah untuk mengenalpasti penanda aras ganjaran kepuasan faedah semasa di kalangan kakitangan PETRONAS dan untuk menganalisa perbezaan faedah pilihan berdasarkan umur, jantina, dan kategori kakitangan. Kepuasan hati terhadap ganjaran dinilai berdasarkan lima ciri iaitu kenaikan gaji, faedah, pentadbiran & struktur dan latihan .

Sebanyak 300 responden dari Jabatan Kejuruteraan Petroleum dan Eksplorasi, PETRONAS Carigali Sdn Bhd telah dipilih secara rawak. Sampel kajian ini di analisa dengan penggunaan “Statistical Package For Social Science” (SPSS window) versi 20.0 menggunakan ‘Pearson Correlation, Multiple Regression’ dan lain lain. Hasil dari kajian menunjukkan kewujudan hubungan yang kuat diantara faedah semasa dengan ganjaran kepuasan, dan terdapat perbezaan faedah pilihan berdasarkan umur, jantina dan kategori kakitangan. Berdasarkan kajian inimenunjukkan bahawa kakitangan PETRONAS berpuas hati terhadap faedah semasa yang telah diwujudkan kepada mereka.

ABSTRACT

Due to the changes in the general business environment, new developments and revisions to existing benefits programs have occurred. The three key factors affecting benefits offering are shifts in workforce compositions, new legislation, and the rising cost of medical care.

The significant changes to the composition of workforce are due to the increasing participation of women, the increasing proportion of dual-income families and the arrival of the new generation into the labour force. The passing of the new legislation has also placed additional pressure for employers to enhance their benefits programs for example the American Disability Act 1990. The overall rising health care costs has also translated to higher contributions to employers and has forced them to be more innovative in strategizing the employee benefits plans to tackle the rising health care costs.

Hence, the objectives of the study were to examine the level of current rewards satisfaction amongst PETRONAS employees and to analyse the difference of benefits preferences by age, gender, and category of employees. The reward satisfaction is measured based on five items i.e. pay level, raises level, benefits level, administration and structure level and training & development.

A total of 300 respondents from Petroleum Engineering and Exploration Departments, PETRONAS Carigali Sdn Bhd were randomly selected as sample of the study and data was analysed using “Statistical Package for Social Science” (SPSS Window) Version 20.0. The tests involved are Pearson Correlation Coefficient, Multiple Regression, etc. The results of the findings demonstrated that current benefits plan has the strong relationship with rewards satisfaction, and there are different preferences of benefits based on age, gender and category of employees. Hence the findings showed that PETRONAS employees are satisfied with the current benefits scheme provided to them.

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CHAPTER 1

INTRODUCTION

1.1 Overview

This chapter is divided into seven parts: (1) Background of the Study, (2) Problem Statement, (3) Research Questions, (4) Research Objectives, (5) Significance of the Study, (6) Scope and Delimitation of the Study and (7) Organization of the Thesis.

Part 1 describes the significant changes to the composition of the labour force over the last two decades and the background of PETRONAS. Part 2, explains the problem statements, presents the issue of attrition rate amongst employees in PETRONAS. Research questions and research objectives form part 3 and part 4 of this chapter, respectively. Part 5 highlights the significance of the study in relation to how HRM will be able to align the objectives of the reward philosophy to attract, develop and retain desired employees. Part 6 forms the scope and delimitation of the study and part 7, the final of this chapter elaborates on the organization of the remaining chapters of this study.

1.2 Background of the study

Most employers understand that a well-designed benefit programs that address the needs of employees can enhance productivity. Moreover, an attractive benefits package will be a powerful recruiting tool for employers looking to hire and retain

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